

Dear Valued WITS 3 Customer,

As part of our ongoing effort to simplify and standardize our processes, Verizon will be migrating its Bill@once billing system to Prime Biller Extended Edition (PBEE). This migration is being planned to coincide with the end of the Government's fiscal year, and will be effective October 1, 2013. Verizon is currently testing with GSA to ensure PBEE meets the WITS 3 contractual requirements.

As a result of the migration you will see some slight changes to your monthly invoice. Unless otherwise noted, these differences affect both direct and centralized billed customers. They include:

Area of difference	<u>Current</u>	<u>Proposed</u>	Reason for change
Account number	13-digit account	13-digit account	PBEE uses an 8-char account
(Direct billed	number	number + 8-char	id and will also display the
customers only)		account id	13-digit account number on
			the invoice. Customers can
			continue to use 13-digit
			account number for all
			invoice references and
			payment.
Invoice format	Current format	Slight font changes,	PBEE uses slightly different
(Direct billed		shading	font/shading. Invoice
customers only)			sections and data content
			will remain the same
Remit address	Current remit	Consolidated Verizon	Remit address and EFT
(Direct billed	address	remit address	information will change
customers only)			based on overall Verizon
			payment consolidation
			project. Updated remit
			address information will
			appear on the invoice. The
			Central Contractor
			Registration (CCR) will be
			updated with EFT
			information and will be
			effective October 24, 2013.
Invoice on the	Text format	PDF format invoice	PBEE uses the PDF format;
Portal and CD	invoice		the invoice will provide
(Direct billed			richer search functionality
customers only)			and table of contents

Area of difference	Current	Proposed	Reason for change
Mid-month rate	Merged rate used	2 separate lines on the	PBEE supports more detailed
change	on invoice	invoice, prorated at	charge display.
		original rate and	
		prorated with new rate	
Bill cycle	Multiple bill cycles	Consolidated bill cycle	To further simplify billing,
			Verizon and GSA agreed to
	Last Bill@once	The first PBEE bill will	consolidate to one bill cycle
	invoice will be in	begin in November for	which will reflect charges
	October for	charges from 10/1/13	from the first through the
	charges through	through 10/31/13.	last day of the month.
	9/30/13.		Direct billed customers will
			receive their invoices by the
			15 th of each month.
Disconnects for	Bill@once	PBEE shows a credit	"As Is" process in PBEE
services effective	generates an	amount with the CLIN	
for a prior bill	adjustment	and date range of the	
period within same	against each prior	credit in the billing	
fiscal year	invoice for the	detail section for that	
	respective	TN or circuit. These	
	amount.	charge credits are	
		included in the total	
		current charges for the	
		invoice. This change	
		also impacts the ASCII	
		J.6 file (changing from	
		04 record to 07	
		record).	
Inter Exchange	Bill@once displays	IXC credits will be on	"As Is" process in PBEE
Carrier (IXC) Credits	IXC credits as	the IXC Detail page for	
	adjustments in the	that provider as a	
	Summary section.	negative charge.	
Virginia Cost	Bill@once system	No system update	"As Is" process in PBEE
Recovery	updates would be	required. PBEE invoice	
Surcharge	required to	will include applicable	
	invoice.	charges	

Additionally, in support of Executive Order 13514 which sets sustainability goals for Federal agencies and focuses on making improvements in their environmental, energy and economic performance, the WITS 3 Program Management Office has teamed with GSA to initiate an effort to eliminate direct billing paper invoices. As a result, the paper billing option will be discontinued effective November 1, 2013.

Direct billed customers can receive and access their invoices via:

• Portal Invoice Viewer (Printer ready adobe PDF document)

- CD (Printer ready adobe PDF document)
- ASCII File

The Portal Invoice Viewer provides the ability to view and sort the six most recent invoices by bill date and account. The Viewer presents a printer-ready view which includes the ability to search within an invoice (for example, by telephone number, CLIN or BAC), access a table of contents, print all or select pages and download an invoice as an Adobe PDF document.

Portal Invoice Viewer training will be provided upon request.

Should you have any questions regarding these changes please contact Verizon's WITS 3 Customer Service Center on 1-800-381-3444 option 5.

Thank you in advance for your understanding during this transition, and for your continued business.